GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:331
ANSWERED ON:18.08.2004
STREAMLING TELEPHONE INQUIRY COMPLAINTS SERVICES
Murmu Shri Hemlal

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has taken any effective steps to streamline the telephone inquiry service and complaints service in the country;

(b) whether the Government is aware that the telephone inquiry service and complaints service are not effective in most of the cities of the country as a result of which telephone faults are not attended to for a long time;

(c) whether the Government proposes to make the telephone numbers of the said services uniform all over the country; and

(d) if so, the details thereof?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN)

(a) to (d) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 331 FOR 18TH AUGUST, 2004 REGARDING STREAMLING TELEPHONE INQUIRY/COMPLAINTS SERVICES.

(a) Yes, Sir.

(b) The telephone inquiry service and complaints service are effective in most of the cities of the country and telephone faults are mostly attended to in reasonable time. However in case of Directory Enquiry, sometimes the service gets affected due to certain unavoidable situations.

(c) The telephone numbers of the above services are already uniform all over the country.

(d) Details are given below:-

Name of Service	Telephone Number
Trunk enquiry	181
STD/ISD information	182
National directory enquiry	183
International Trunk enquiry	187
Directory enquiry	197
Telephone complaint booking	198
Automatic change number announcement	1951/1952